

USPS Report on PRC Rate and Service Inquiries for November 2017

The Postal Regulatory Commission referred 50 inquiries to the Postal Service in September 2017. Customers received responses on average within 6.82 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 41 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 9– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Holiday shipping deadlines

To ensure timely delivery of holiday wishes by Dec. 25, the Postal Service recommends that cards and packages be sent to military APO/FPO/DPO addresses overseas no later than the mailing dates listed below.

Military Mail Addressed To and From	Priority Mail Express Military Service (PMEMS)¹	First-Class Mail Letters and Cards	Priority Mail	Parcel Airlift Mail (PAL)²	Space Available Mail (SAM)³	Retail Ground
APO/FPO/DPO AE ZIPs 090-092	Dec. 16	Dec. 11	Dec. 11	Dec. 4	Nov. 27	Nov. 6
APO/FPO/DPO AE ZIP 093	N/A	Dec. 4	Dec. 4	Dec. 4	Nov. 27	Nov. 6
APO/FPO/DPO AE ZIPs 094-098	Dec. 16	Dec. 11	Dec. 11	Dec. 4	Nov. 27	Nov. 6
APO/FPO/DPO AA ZIP 340	Dec. 16	Dec. 11	Dec. 11	Dec. 4	Nov. 27	Nov. 6
APO/FPO/DPO AP ZIPs 962-966	Dec. 16	Dec. 11	Dec. 11	Dec. 4	Nov. 27	Nov. 6

Domestic mailing deadlines are as follows:

Standard Post	First-Class Mail	Priority Mail	Priority Mail Express
Dec. 14	Dec. 19	Dec. 20	Dec. 22

The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.